

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services - Non-Residential

Demographics

	Total State Served ^a	Total Survey Returns ^b	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child	Methadone
SEX									
Male	62.9%	59.0%	7.8%	0%	64.4%	68.2%	78.2%	100.0%	61.5%
Female	37.1%	41.0%	92.2%	100.0%	33.3%	31.8%	21.8%	0%	38.5%
RACE									
White	69.0%	69.5%	63.5%	37.2%	77.5%	83.1%	71.2%	35.7%	61.4%
Black	29.1%	25.9%	33.1%	56.1%	15.0%	13.9%	25.5%	50.0%	30.5%
Hispanic	0.5%	2.0%	1.5%	3.3%	2.4%	1.7%	1.1%	7.1%	5.4%
Native American	0.4%	0.9%	0%	0%	1.0%	0.8%	1.4%	0%	1.3%
Pacific Islander	0.2%	0.2%	0%	0.6%	0.5%	0%	0.1%	7.1%	0.4%
Alaskan	0%	0.1%	0%	0%	0%	0%	0.2%	0%	0.4%
Oriental	0.2%	0%	0%	0%	0%	0%	0%	0%	0%
Bi-racial	0.3%	0.9%	0.9%	1.1%	2.4%	0.6%	0.5%	0%	0%
Other	0.5%	0.5%	0.9%	1.7%	1.2%	0%	0.1%	0%	0.4%
AGE									
0-17	11.2%	31.63	33.42	36.02	15.35	34.17	33.69	15.00	44.21
18-49	82.3%	17.2%	0.3%	0%	99.8%	0.3%	0.3%	100.0%	0.5%
50+	6.5%	76.3%	95.0%	93.1%	0.2%	92.7%	94.1%	0%	74.0%
		6.5%	4.7%	6.9%	0%	7.0%	5.6%	0%	25.5%

^a The demographic statistics in the columns marked Total Served are based on the number of people served April 2002 according to DMH billing records.

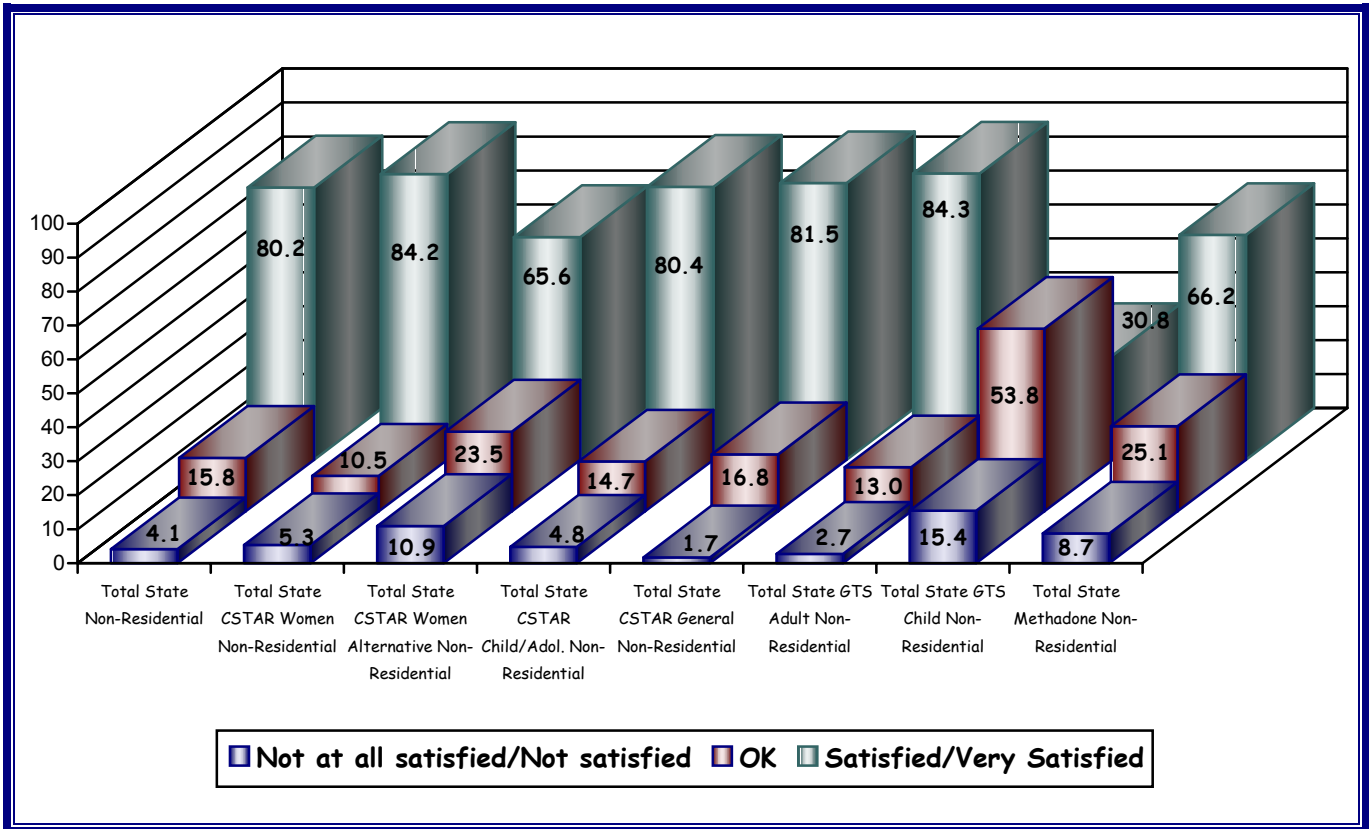
^b The demographic statistics in the column marked Total Survey Returns are based on the survey returns

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

	Number Served April 2002	Number Forms Returned	Percent of Served Returned
Total ADA Non-Residential	*10473	2622	25.0%
CSTAR Women/Children	1437	329	22.9%
CSTAR Women Alternative	310	185	59.7%
CSTAR Child/Adolescent	1064	418	39.3%
CSTAR General	1510	367	24.3%
GTS Adult	5756	1067	18.5%
GTS Children	77	14	18.2%
Methadone	883	242	27.4%
* Unduplicated Count			

Overall Satisfaction with Services



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Statewide, 80.2% of the consumers of the Division of Alcohol and Drug Abuse (ADA) Non-Residential programs who responded to the survey were "satisfied" or "very satisfied" with the services they received.
- The highest percent of consumers "satisfied" or "very satisfied" with services was in the GTS Adult program (84.3%) and CSTAR Women program (84.2%) and the lowest percent was in the GTS Child/Adolescent program (30.8%).

Satisfaction with Services

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone
with the staff who serve you?	4.27 (2549)	4.38 (324)	3.91 (184)	4.21 (414)	4.33 (358)	4.37 (1034)	3.15 (13)	4.00 (222)
with how much your staff know about how to get things done?	4.18 (2542)	4.26 (322)	3.85 (178)	4.13 (414)	4.23 (356)	4.30 (1036)	2.92 (13)	3.86 (223)
with how staff keep things about you and your life confidential?	4.31 (2529)	4.40 (320)	3.82 (181)	4.37 (411)	4.32 (355)	4.43 (1029)	3.79 (14)	3.95 (219)
that your treatment plan has what you want in it?	4.17 (2532)	4.32 (317)	3.78 (183)	4.17 (414)	4.23 (354)	4.23 (1026)	3.43 (14)	3.91 (224)
that your treatment plan is being followed by those who assist you?	4.23 (2520)	4.38 (317)	3.96 (180)	4.19 (413)	4.31 (355)	4.31 (1021)	3.15 (13)	3.86 (221)
that the agency staff respect your ethnic and cultural background?	4.36 (2491)	4.50 (315)	3.91 (181)	4.42 (407)	4.41 (353)	4.43 (1005)	3.64 (14)	4.05 (216)
with the services that you receive?	4.25 (2542)	4.37 (321)	3.85 (183)	4.21 (414)	4.31 (357)	4.37 (1035)	3.23 (13)	3.93 (219)
that services are provided in a timely manner?	4.15 (2546)	4.27 (320)	3.64 (184)	4.12 (410)	4.16 (359)	4.32 (1038)	3.14 (14)	3.72 (221)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.								

Some of the key findings were:

- Statewide, the people served by the Division of Alcohol and Drug Abuse Non-Residential programs, reported that they were satisfied with the services they received. All ratings were above a mean of 4.00 ("satisfied").
- Consumers were most satisfied with the staff's respect of ethnic and cultural backgrounds (mean of 4.36).
- Consumers were least satisfied with services being provided in a timely manner (mean of 4.15).

Satisfaction with Quality of Life

How satisfied are you . . .	Total State	CSTAR Women	CSTAR Women Alternative	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone
with how you spend your day?	3.77 (2529)	3.90 (324)	3.43 (183)	3.67 (406)	3.98 (356)	3.78 (1030)	3.36 (14)	3.61 (216)
with where you live?	3.74 (2508)	3.89 (323)	3.73 (180)	3.62 (400)	3.82 (352)	3.75 (1025)	3.62 (13)	3.61 (215)
with the amount of choices you have in your life?	3.64 (2534)	3.85 (323)	3.53 (184)	3.45 (410)	3.79 (355)	3.67 (1030)	3.64 (14)	3.42 (218)
with the opportunities/chances you have to make friends?	3.79 (2527)	4.03 (320)	3.64 (181)	3.78 (412)	3.89 (354)	3.79 (1030)	3.07 (14)	3.49 (216)
with your general health care?	3.77 (2462)	3.90 (322)	3.57 (180)	3.87 (355)	3.84 (351)	3.81 (1023)	3.46 (13)	3.33 (218)
with what you do during your free time?	3.79 (2522)	3.96 (320)	3.78 (181)	3.82 (406)	3.85 (356)	3.79 (1029)	3.64 (14)	3.45 (216)
How safe do you feel . . .								
in your home?	4.35 (2520)	4.36 (316)	4.43 (181)	4.37 (412)	4.38 (359)	4.38 (1024)	4.64 (14)	3.99 (214)
in your neighborhood?	4.15 (2515)	4.16 (314)	4.08 (181)	4.26 (409)	4.20 (357)	4.19 (1028)	4.07 (14)	3.73 (212)
<p>The first number represents a mean rating. Scale: (<i>How satisfied are you...</i>): 1=Not at all satisfied . . . 5=Very satisfied. Scale: (<i>How safe do you feel...</i>): 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>								

Some of the key findings were:

- The participants' responses to the quality of life questions indicated less satisfaction than their answers pertaining to satisfaction with services.
- Consumers were most satisfied with safety in the home (mean of 4.35) and least satisfied with the amount of choices they have in their life (mean of 3.64).

Satisfaction with Methadone Treatment

	Total Methadone Clinic Consumers
Has methadone treatment helped you reduce or stop your use of opiates?	1.88 90.7% (216)
Has methadone treatment made it easier for you to maintain employment?	1.63 75.0% (208)
Were the treatment staff respectful to you and responsive to your needs?	1.74 84.0% (212)
Do you feel that the level of medication you are receiving is adequate?	1.53 69.1% (217)
Would you refer a friend or family member to this program services?	1.72 83.9% (217)
Do you believe that methadone treatment is helping you succeed in the achievement of your goals in your personal, professional and family life?	1.77 84.0% (212)
The first number represents a mean rating. Scale: 0=No, 1=Unsure, 2=Yes. The second number represents the percentage of respondents who answered "yes". The number in parentheses represents the number responding to this item.	

Some of the key findings were:

- Statewide, the participants in the Division of Alcohol and Drug Abuse Methadone Programs rated their life as having been improved because of the services they received. Mean ratings ranged from 1.53 to 1.88 (0=not satisfied, 1=unsure, 2=satisfied).
- The consumers were most satisfied that methadone treatment has helped them reduce or stop the use of opiates (mean of 1.88) and were least satisfied that the level of medication they are receiving is adequate (mean of 1.53).

Comparison by Gender in Non-Residential Settings

This analysis compared the responses of consumers by gender on the satisfaction survey items. Five items were significantly different. Females were more satisfied with how they spend their day, their general health care, what they do during their free time and with how safe they feel in their home and in their agency.

How satisfied are you...	Sex		Significance
	Male	Female	
with how you spend your day?	3.81 (1445)	3.71 (1014)	F(1,2457)=5.857, p=.016
with your general health care?	3.84 (1398)	3.68 (991)	F(1,2387)=13.564, p<.001
with what you do during your free time?	3.86 (1440)	3.76 (1010)	F(1,2448)=9.066, p=.003
with how safe you feel in your home/agency?	4.40 (1447)	4.28 (1001)	F(1,2446)=9.200, p=.002
with how safe you feel in your neighborhood?	4.21 (1445)	4.07 (999)	F(1,2442)=11.585, p=.001
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>			

Comparison of Race/Ethnic Background in Non-Residential Setting

This analysis compared the responses of consumers by different racial and ethnic backgrounds on the satisfaction survey items. On the average, Native Americans were more satisfied with services than consumers of other racial and ethnic backgrounds. Caucasians were more satisfied with services being provided in a timely manner and the people with Bi-racial backgrounds were more satisfied with their general health care.

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with the staff who serve you? (a)	4.32 (1731)	4.16 (635)	4.27 (49)	4.33 (24)	4.10 (21)	3.82 (22)	F(5,2476)=4.614, p<.001
with how much your staff know how to get things done?	4.21 (1727)	4.13 (634)	4.17 (48)	4.25 (24)	3.81 (21)	3.82 (22)	F(5,2470)=2.241, p=.048
with how staff keep things about you and your life confidential?	4.36 (1724)	4.25 (629)	4.15 (46)	4.38 (24)	3.86 (21)	4.05 (20)	F(5,2458)=2.714, P=.019
that the treatment plan has what you want in it?	4.19 (1719)	4.14 (634)	4.21 (48)	4.48 (23)	3.95 (21)	3.68 (22)	F(5,2461)=2.335, p=.040
that the staff respect your cultural background?	4.40 (1679)	4.30 (635)	4.29 (48)	4.43 (23)	4.05 (21)	3.95 (22)	F(5,2422)=3.088, P=.009
with the services you receive? (b)	4.29 (1724)	4.22 (637)	4.17 (48)	4.38 (24)	4.19 (21)	3.59 (22)	F(5,2470)=3.232, P=.007
that services are provided in a timely manner?	4.19 (1726)	4.09 (639)	3.94 (48)	4.17 (24)	4.00 (21)	3.59 (22)	F(5,2474)=3.194, p=.007
with where you live?	3.74 (1703)	3.78 (627)	3.72 (47)	4.00 (24)	3.90 (21)	2.95 (21)	F(5,2437)=2.403, p=.035
with your general health care?	3.74 (1661)	3.88 (624)	3.72 (47)	3.35 (23)	4.00 (19)	3.67 (21)	F(5,2389)=2.430, P=.033
with how safe you feel in your neighborhood? (a)	4.24 (1715)	3.96 (626)	4.02 (47)	4.30 (23)	3.95 (20)	3.75 (20)	F(5,2445)=7.888, P<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less.

(a) Interaction between White and Black.

(b) Interaction between White and Other.

Comparison by Age in Non-Residential Settings

This analysis compared the responses of consumers by three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Older adults, ages 50+, were least satisfied with their services and quality of life. Younger adults, ages 18 to 49, were more satisfied with the staff, how much staff know about how to get things done, and with the amount of choices they have in their lives. Youth were more satisfied with their general health care and with how safe they feel in their home and in their neighborhood.

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a)	4.18 (422)	4.31 (1862)	4.25 (158)	F(2,2439)=3.934, p=.020
with how much your staff know how to get things done? (a)	4.08 (422)	4.21 (1856)	4.20 (157)	F(2,2432)=3.407, p=.033
with the amount of choices you have? (a)	3.47 (420)	3.69 (1856)	3.65 (155)	F(2,2428)=6.650, p=.001
with your general health care? (b)	3.86 (366)	3.78 (1841)	3.60 (152)	F(2,2356)=3.336, p=.036
with how safe you feel in your home/agency?	4.38 (421)	4.36 (1840)	4.17 (153)	F(2,2411)=3.241, p=.039
with how safe you feel in your neighborhood? (b,c)	4.26 (418)	4.16 (1840)	3.88 (154)	F(2,2409)=8.056, P<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. Scheffe Post-Hoc significance at .05 or less (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+. (c) Interaction between ages 18-49 and 50+.</p>				

Comparison by Current Living Situation

This analysis compared the responses of consumers by their current living situation. Those who lived independently or in residential treatment facilities were generally the most satisfied with services. The people who were homeless were least satisfied overall.

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you? (f,h)	4.30 (1595)	4.26 (70)	4.28 (173)	3.94 (87)	4.23 (296)	4.33 (218)	F(5,2433)=3.086, P=.009
with how much your staff know how to get things done? (b,f,h)	4.22 (1589)	4.13 (70)	4.22 (174)	3.80 (87)	4.10 (296)	4.18 (218)	F(5,2428)=4.382, P=.001
with how staff keep things about you and your life confidential?	4.32 (1584)	4.31 (68)	4.36 (173)	3.99 (85)	4.35 (295)	4.39 (217)	F(5,2416)=2.344, P=.039
that the treatment plan is being followed by those who assist you?	4.28 (1572)	4.33 (70)	4.18 (173)	3.96 (85)	4.18 (296)	4.21 (217)	F(5,2407)=2.817, P=.015
with the services you receive?	4.29 (1588)	4.29 (70)	4.27 (175)	3.98 (87)	4.17 (295)	4.33 (218)	F(5,2427)=2.855, P=.014
with how you spend your day? (b)	3.78 (1588)	3.83 (70)	3.92 (175)	3.44 (86)	3.74 (289)	3.71 (214)	F(5,2416)=2.753, P=.017
with where you live? (b,c,d,e,f,g,h)	3.81 (1576)	3.54 (70)	3.87 (173)	2.87 (86)	3.76 (285)	3.47 (213)	F(5,2397)=14.410, P<.001
with the amount of choices you have? (b,e,f)	3.68 (1589)	3.68 (69)	3.88 (172)	3.26 (86)	3.58 (293)	3.46 (217)	F(5,2420)=5.347, P<.001
with opportunities you have to make friends? (b,g)	3.78 (1581)	3.96 (70)	3.94 (174)	3.39 (84)	3.81 (295)	3.81 (216)	F(5,2414)=3.627, P=.003
with your general health care? (a,b,e)	3.74 (1565)	3.94 (68)	4.15 (175)	3.43 (88)	3.82 (257)	3.65 (202)	F(5,2349)=7.337, P<.001
with what you do in your free time?	3.80 (1585)	3.80 (69)	3.91 (174)	3.48 (85)	3.91 (290)	3.64 (210)	F(5,2407)=3.392, P=.005
with how safe you feel in your home/agency? (b,d,f,g,h)	4.40 (1585)	4.06 (69)	4.37 (167)	3.53 (77)	4.42 (295)	4.24 (218)	F(5,2405)=15.585, P<.001
with how safe you feel in your neighborhood? (b,d,f,g,h)	4.21 (1583)	3.99 (69)	4.14 (166)	3.28 (80)	4.28 (294)	4.03 (216)	F(5,2402)=15.334, P<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between Independent and RTF.
- (b) Interaction between RTF and Homeless.
- (c) Interaction between Independent and Other.
- (d) Interaction between Homeless and Biological Parents.
- (e) Interaction between RTF and Other.
- (f) Interaction between Independent and Homeless.
- (g) Interaction between Group Home and Homeless.
- (h) Interaction between Homeless and Other.

Comparison by Whether Resided in Residential Treatment

This analysis compared the responses of consumers by whether the individual had lived in a residential treatment facility during the past year. There was one significant item. Consumers who had not lived in a residential treatment facility were more satisfied with where they live.

How satisfied are you...	Yes	No	Significance
with where you live?	3.66 (806)	3.78 (1578)	F(1,2382)=5.519, p=.019
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

Comparison Across Programs

A comparison was made across the different non-residential programs. Significant differences were found with sixteen items. In general, the GTS Child/Adolescent programs received the lowest ratings for satisfaction with services while the GTS Adult and CSTAR Women and Children programs received the highest ratings. For the quality of life items, the CSTAR General program had the highest rating for how they spent their day. The CSTAR Women and Children participants were most satisfied with where they live, choices in their life, opportunities to make friends, general health care, and what they do during their free time. The GTS Child/Adolescent consumers were most satisfied with safety in the home or agency and the CSTAR Child/Adolescent consumers were most satisfied with safety in the neighborhood.

How satisfied are you...	CSTAR Women/ Children	CSTAR Alternative Women/ Children	CSTAR Child/Adol.	CSTAR General	GTS Adult	GTS Child/Adol.	Methadone	Significance
with the staff who serve you? (b,e,g,i,j,k,m,n,o,p,q)	4.38 (324)	3.91 (184)	4.21 (414)	4.33 (358)	4.37 (1034)	3.15 (13)	4.00 (222)	F(6,2542)=16.207, p<.001
with how much your staff know how to get things done? (b,d,e,g,h,i,m,n,o,p,q,r,s)	4.26 (322)	3.85 (178)	4.13 (414)	4.23 (356)	4.30 (1036)	2.92 (13)	3.86 (223)	F(6,2535)=17.150, p<.001
with how staff keep things about you and your life confidential? (b,d,e,g,h,i,j,p)	4.40 (320)	3.82 (181)	4.37 (411)	4.32 (355)	4.43 (1029)	3.79 (14)	3.95 (219)	F(6,2522)=17.153, p<.001
that your treatment plan has what you want on it? (b,e,g,h,i,j,p)	4.32 (317)	3.78 (183)	4.17 (414)	4.23 (354)	4.23 (1026)	3.43 (14)	3.91 (224)	F(6,2525)=12.195, p<.001
that the treatment plan is being followed by those who assist you?(b,d,e,g,h,i,m,n,o,p,q)	4.38 (317)	3.96 (180)	4.19 (413)	4.31 (355)	4.31 (1021)	3.15 (13)	3.86 (221)	F(6,2513)=15.630, p<.001
that the agency staff respect your ethnic and cultural background? (b,d,e,g,h,i,m,n,p)	4.50 (315)	3.91 (181)	4.42 (407)	4.41 (353)	4.43 (1005)	3.64 (14)	4.05 (216)	F(6,2484)=18.396, p<.001
with the services you receive? (b,d,e,g,h,i,j,m,n,o,p,q)	4.37 (321)	3.85 (183)	4.21 (414)	4.31 (357)	4.37 (1035)	3.23 (13)	3.93 (219)	F(6,2535)=17.844, p<.001
that services are provided in a timely manner? (b,d,e,f,g,h,i,j,mn,o,p,q)	4.27 (320)	3.64 (184)	4.12 (410)	4.16 (359)	4.32 (1038)	3.14 (14)	3.72 (221)	F(6,2539)=24.728, p<.001
with how you spend your day?(c,e,h,i,p)	3.90 (324)	3.43 (183)	3.67 (406)	3.98 (356)	3.78 (1030)	3.36 (14)	3.61 (216)	F(6,2522)=8.620, p<.001
with where you live?	3.89 (323)	3.73 (180)	3.62 (400)	3.82 (352)	3.75 (1025)	3.62 (13)	3.61 (215)	F(6,2501)=2.430, p=.024
with the amount of choices you have?(a,b,c,e)	3.85 (323)	3.53 (184)	3.45 (410)	3.79 (355)	3.67 (1030)	3.64 (14)	3.42 (218)	F(6,2527)=6.919, p<.001
with the opportunities you have to make friends?(b,e,g,i,l)	4.03 (320)	3.64 (181)	3.78 (412)	3.89 (354)	3.79 (1030)	3.07 (14)	3.49 (216)	F(6,2520)=8.567, p<.001
with the general health care? (b,d,e,g)	3.90 (322)	3.57 (180)	3.87 (355)	3.84 (351)	3.81 (1023)	3.46 (13)	3.33 (218)	F(6,2455)=9.234, p<.001
with what you do in your free time? (b,d,e,g)	3.96 (320)	3.78 (181)	3.82 (406)	3.85 (356)	3.79 (1029)	3.64 (14)	3.45 (216)	F(6,2515)=5.206, p<.001
with how safe you feel in your home/ agency? (b,d,e,g,k)	4.36 (316)	4.43 (181)	4.37 (412)	4.38 (359)	4.38 (1024)	4.64 (14)	3.99 (214)	F(6,2513)=6.237, p<.001
with how safe you feel in your neighborhood? (b,d,e,g)	4.16 (314)	4.08 (181)	4.26 (409)	4.20 (357)	4.19 (1028)	4.07 (14)	3.73 (212)	F(6,2508)=7.674, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Women/Children and CSTAR Child/Adolescent.
- (b) Interaction between CSTAR Women/Children and Methadone.
- (c) Interaction between CSTAR Child/Adolescent and CSTAR General.
- (d) Interaction between CSTAR Child/Adolescent and Methadone.
- (e) Interaction between CSTAR General and Methadone.
- (f) Interaction between CSTAR Child/Adolescent and GTS Adult.
- (g) Interaction between GTS Adult and Methadone.
- (h) Interaction between GTS Adult and CSTAR Alternative Women/Children.
- (i) Interaction between CSTAR Women/Children and CSTAR Alternative Women/Children.
- (j) Interaction between CSTAR Child Adolescent and CSTAR Alternative Women/Children.
- (k) Interaction between Methadone and CSTAR Alternative Women/Children.
- (l) Interaction between CSTAR Women/Children and GTS Adult.
- (m) Interaction between CSTAR Women/Children and GTS Child.
- (n) Interaction between CSTAR Child Adolescent and GTS Child.
- (o) Interaction between CSTAR General and GTS Child.
- (p) Interaction between CSTAR General and CSTAR Alternative Women/Children.
- (q) Interaction between GTS Adult and GTS Child.
- (r) Interaction between GTS Child and Methadone.
- (s) Interaction between GTS Child and CSTAR Alternative Women/Children.

ADA Non-Residential Subjective Responses

What was Liked Best About the Program:

In this area there seemed to be a lesser amount of surveys than in some other areas. Many of the comments made were not especially detailed, and in some cases there were a number of surveys where the open-ended questions were left blank.

Overall Services

Individuals receiving outpatient services from the Division of Alcohol and Drug abuse had positive things to say about the supports they received. When asked "What do you like best about the services you received?" several individuals wrote about how the supports affected their life positively. One person said *that in every area of my life they have been helpful in helping me to recognize things I thought was me for many years and didn't realize there is answers to my problem, concerns.* Another individual stated that they liked how the services they received helped them get off their medication *they helped me get off my medication. New pills I did 7 weeks here and I needed it. It was all good to me.* Another individual talked about the learning opportunities that were made available to them through the services they received *learning about my addiction, and how to live a life free of substance abuse.*

Counselors

Many of the clients indicated that they liked working with the counselors who provided treatment to them. Several individuals simply wrote *counselor* or *therapist* when asked what they liked best about the services they received. Other respondents to the survey were a little more descriptive about what they particularly liked regarding their counselor. Comments like the following illustrate this. *My counselor and my group have really helped me, I have a counselor I can talk to, and I always have someone I can trust to talk to.* It was apparent from the comments made by clients that counselors were an integral part of their treatment and many felt that the support they received from the therapists was invaluable.

Group

In addition to enjoying the one on one counseling with a therapist, many clients indicated that they also liked the group sessions. Comments like *I love my groups, group education, that our group is very open and truthful, and my group,* illustrate just some of the statements about what individuals liked best about the services they received.

What Could Be Improved:

Doctor on staff

When asked on the survey "How could the services you received be improved?" several individuals wrote about the need for the treatment program to have a doctor on staff. Statements were very brief so it is difficult to determine what kind of doctor individuals were referring to. Comments like, *have a doctor, they need a doctor, would like to see them get a doctor, and need doctor*, are examples of client responses to what they would like to see improved upon.

Food/Snacks

One individual thought that the treatment program they were in should allow them to have a snack or something to drink *let us have a snack or something to drink*.

Exercise

Several individuals commented on the need to have some type of physical exercise. A few people simply wrote *more exercise* on the survey form. Some individuals were a little more descriptive in their statement about wanting an exercise component to their treatment program *maybe if they had an exercise class to get in shape physically*.

Treatment

Issues regarding treatment were listed by some clients as an area in need of improvement. One specific area of treatment that was mentioned was the different level that individuals progressed to. One individual spoke of the different levels of treatment, when asked how services could be improved. This individual believed that the treatment levels were unnecessary *Level I, II, III treatment not necessary. Feel that family therapy and random drug testing would be sufficient*. On the same issue of levels of treatment, another individual thought there should be a faster progression from one level to the next *Faster progression! As in moving up in levels. They keep people in levels far too long then they lose interest in their treatment*. One other client had a similar issue with feeling like the treatment process should be shortened *should be shortened if you aren't having problems*.

More Counselors / Have later hours

One individual thought that a means of improving the services she received would be to increase the number of counselors available to provide treatment to individuals. In addition this individual also thought it might be helpful if the treatment program she was involved in were open later to avoid having scheduling conflicts with her full time job. *More counselors maybe even more hours available I work a full time job - it would be nice if they were open later*.